



## **SOLID WASTE OPERATIONAL COORDINATOR**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To perform micro-routing of solid waste collection services using experience-based techniques for problem solving, learning, and discovery as well as computer assisted routing tools to achieve maximum efficiencies and balance. This class is also responsible for the analysis and development of productivity measurements to simplify and/or improve processes, determining performance standards by tracking and trending production data, and conducting operations and vehicle costs and usage rate analyses. Develops alternatives to manual workflow processes, provides complex calculations and computerized reports, and provides technical support within assigned division.

### **Supervision Received and Exercised:**

Receives general supervision from management and/or professional staff.

### **Essential Functions:**

- Solve basic problems with a variety of software programs; GIS, automatic vehicle location systems, spreadsheet, database and/or system software and hardware; taking this information and providing micro routing strategies;
- Design and analyze systems, processes, procedures, forms, and work measurements to effect methods of improvement, work simplification efficiency, improvement of manual processing, or for adaptation of potential automated solutions;
- Analyze operational efficiency and effectiveness which includes, analyzing data to develop optimized routing systems; perform self-conducted time studies and data analysis; make decisions and take action to correct unbalanced routes and change the type of collection service; collect and track operational production and performance data; develop processes for coordinating and disseminating production and performance data to supervisors and management; maintain accurate records;
- Obtain facts through an automatic vehicle locating system and visual on-site evaluations to design new routes; assist in monitoring route production levels to ensure optimum production; regularly adjust routes as needed to maintain accuracy and optimization of production and balance;

CITY OF TEMPE  
Solid Waste Operational Coordinator (continued)

- Interpret work plans (i.e., as-builts, construction, site plans, blueprints, etc.) and make recommendations for proper collection development standards;
- Develop and maintains a framework for the integration and implementation of technical standards and guidelines used for the design of technical solutions;
- Work in conjunction with IT to leverage technology solutions for area business needs; and assist in the installation of hardware and software with IT oversight;
- Research and analyze business issues by evaluating work flow, interviewing employees and surveying customers; and research best practices in other cities/agencies;
- Applies a functional understanding of PC operating systems and numerous PC software procedures;
- Input, update and maintain GIS databases; and coverages, layers and linkages to various databases;
- Ensure information on work orders is accurate by comparing City's mapping system and the GIS system to ensure accurate location; uses a computer to update job order status and write reports on incorrect or missing assets;
- Communicate ideas and recommendations verbally and through written reports to management and staff; recommend procedural changes to improve employee safety and productivity; and form problem solving teams, as needed;
- Provides thorough analysis of complex mathematical calculations; and compiles data into statistical reports;
- Promote and enforce all city, department and division policies and procedures;
- Provide technical training to employees for automated systems, and increase production techniques;
- Determine the equipment, tools and resources needed to complete assigned projects; and order/maintain adequate supplies for assigned duties;
- Communicate with the general public including answering customer service inquiries; participate in special activities such as outreach campaigns and community meetings;
- Handle multiple projects simultaneously and use good judgment in prioritizing work assignments;
- Perform other related duties as assigned.

## **Minimum Qualifications:**

### **Experience:**

Three years of full-time experience working with business system analysis, operations research, and/or productivity work measurement studies. At least six months of GIS mapping or working with automated vehicle locating systems and/or Arc/GIS. Must have strong computer (PC) skills and must be able to utilize multiple data sources when using GIS.

### **Education:**

Equivalent to an Associate's degree from an accredited college or university with major course work in GIS, computer science, management science, CAD drafting, business administration or degree related to the core functions of this position.

### **Licenses/Certifications:**

Must possess and maintain a valid Arizona Class D Driver's License.

### **Examples of Physical and/or Mental Activities:**

- Work in a stationary position for considerable periods of time
- Extensive reading and close vision work
- May work alone for extended periods of time
- Operate city vehicles including light trucks and cars
- Operates computers, calculators and other office machines

### **Competencies:**

<http://www.tempe.gov/home/showdocument?id=26274>

**Job Code: 543**

**Status: Exempt / Classified**